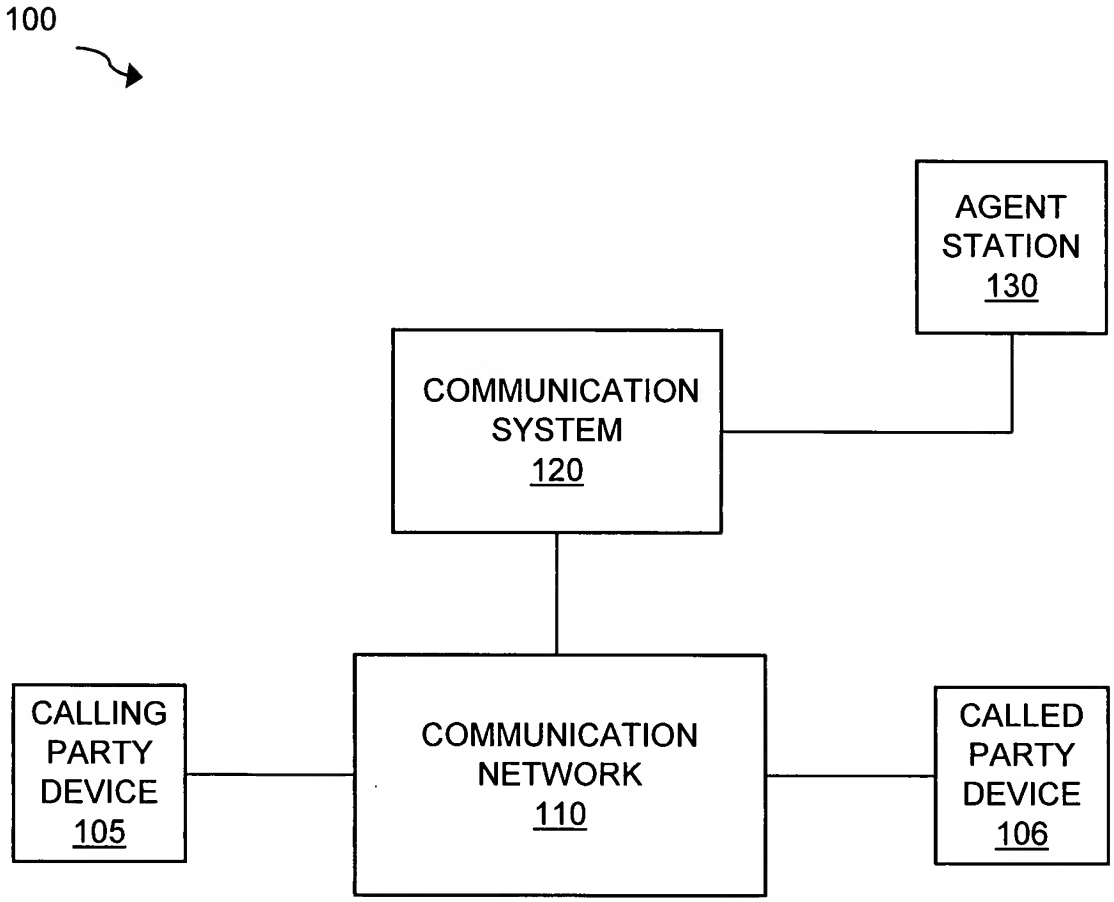
100
AGENT STATION 130
COMMUNICATION SYSTEM 120
CALLING PARTY DEVICE 105
COMMUNICATION NETWORK 110
CALLED PARTY DEVICE 106

FIG. 1

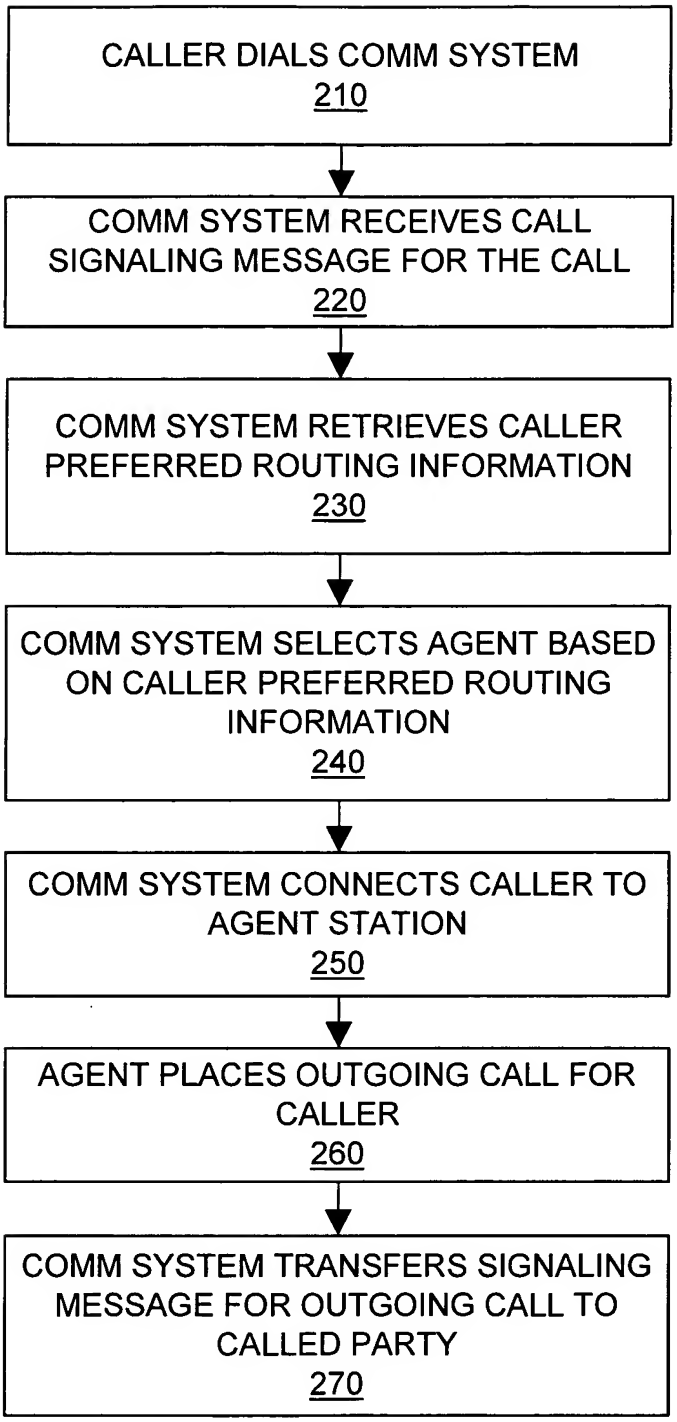
CALLER DIALS COMM SYSTEM
210
COMM SYSTEM RECEIVES CALL SIGNALING MESSAGE FOR THE CALL
220
COMM SYSTEM RETRIEVES CALLER PREFERRED ROUTING INFORMATION
230
COMM SYSTEM SELECTS AGENT BASED ON CALLER PREFERRED ROUTING INFORMATION
240
COMM SYSTEM CONNECTS CALLER TO AGENT STATION
250
AGENT PLACES OUTGOING CALL FOR CALLER
260
COMM SYSTEM TRANSFERS SIGNALING MESSAGE FOR OUTGOING CALL TO CALLED PARTY
270

FIG. 2

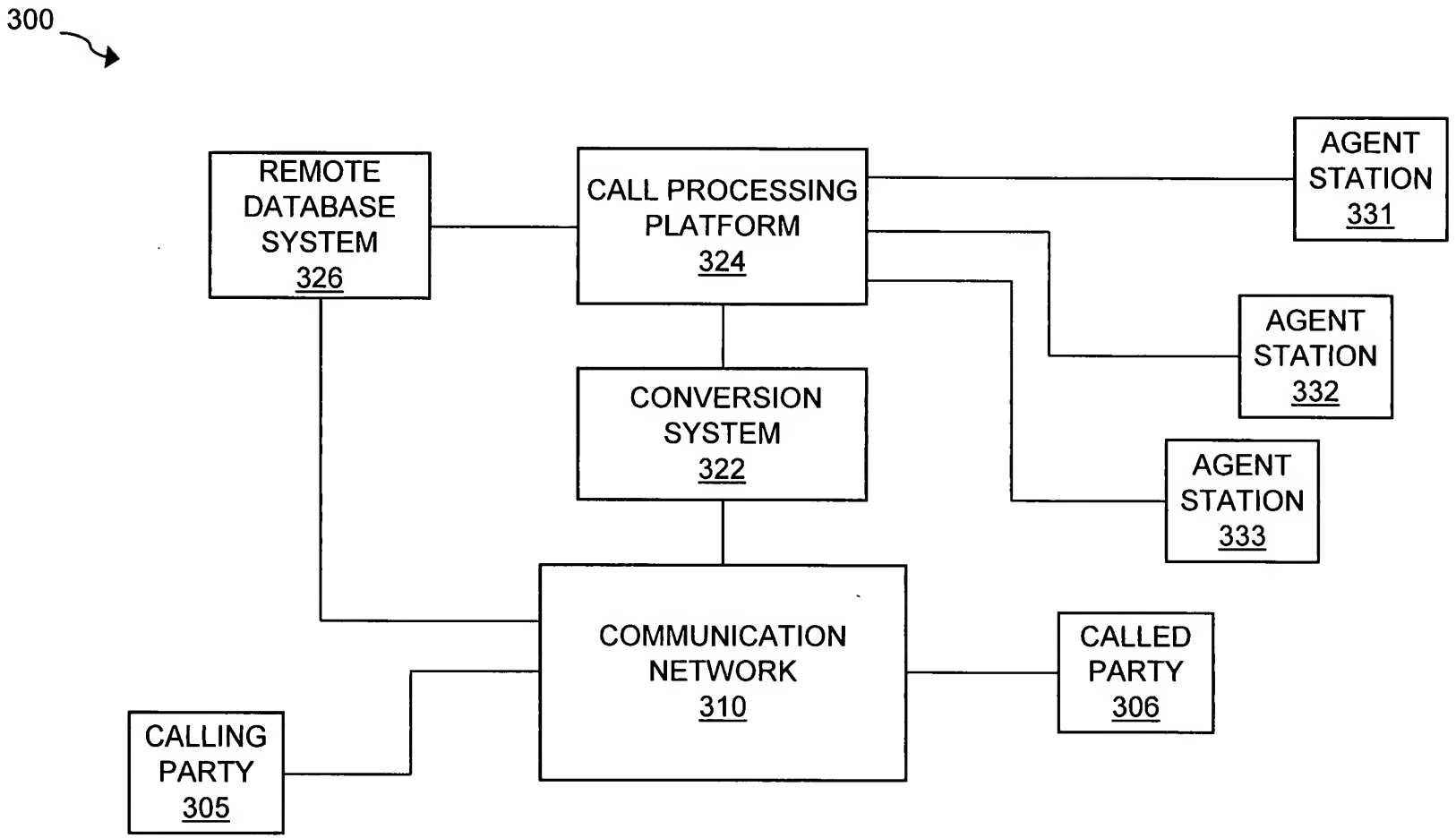
300
REMOTE DATABASE SYSTEM 326
CALL PROCESSING PLATFORM 324
AGENT STATION 331
AGENT STATION 332
AGENT STATION 333
CONVERSION SYSTEM 322
COMMUNICATION NETWORK 310
CALLED PARTY 306
CALLING PARTY 305

FIG. 3

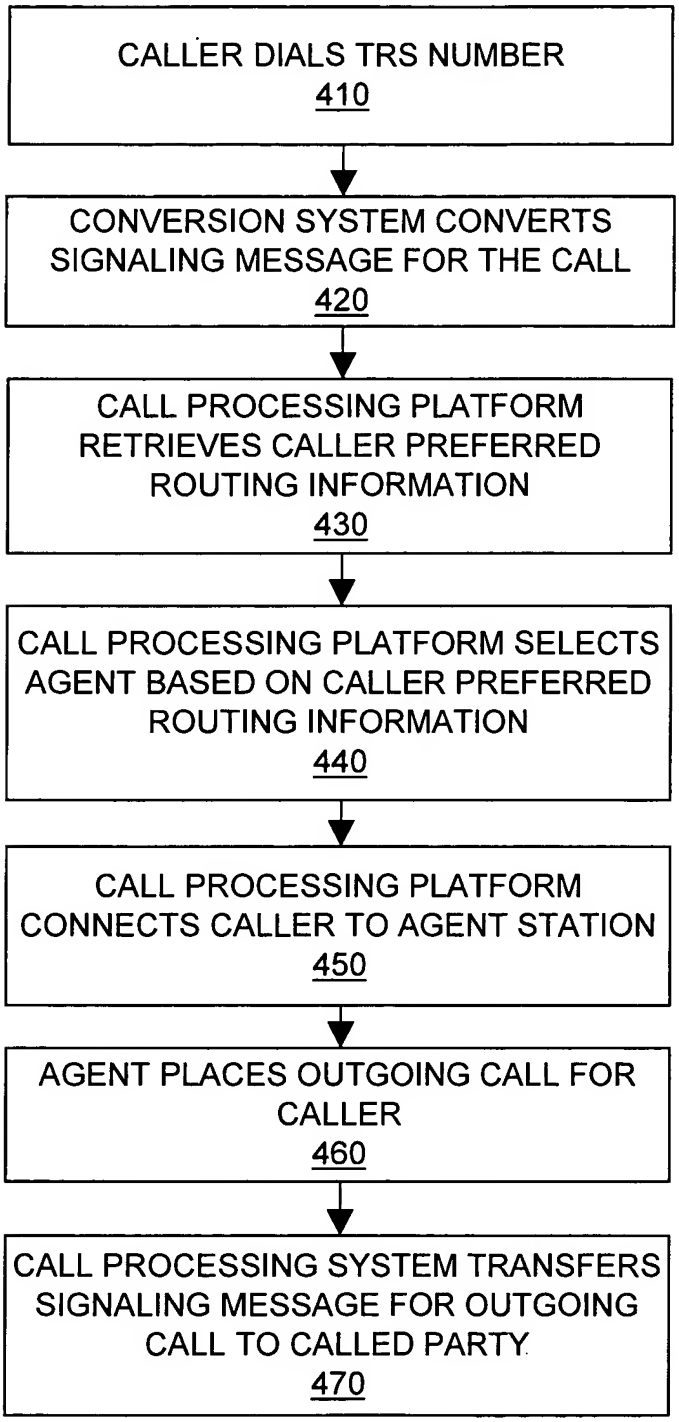
CALLER DIALS TRS NUMBER
410
CONVERSION SYSTEM CONVERTS SIGNALING MESSAGE FOR THE CALL
420
CALL PROCESSING PLATFORM RETRIEVES CALLER PREFERRED ROUTING INFORMATION
430
CALL PROCESSING PLATFORM SELECTS AGENT BASED ON CALLER PREFERRED ROUTING INFORMATION
440
CALL PROCESSING PLATFORM CONNECTS CALLER TO AGENT STATION
450
AGENT PLACES OUTGOING CALL FOR CALLER
460
CALL PROCESSING SYSTEM TRANSFERS SIGNALING MESSAGE FOR OUTGOING CALL TO CALLED PARTY
470

FIG. 4

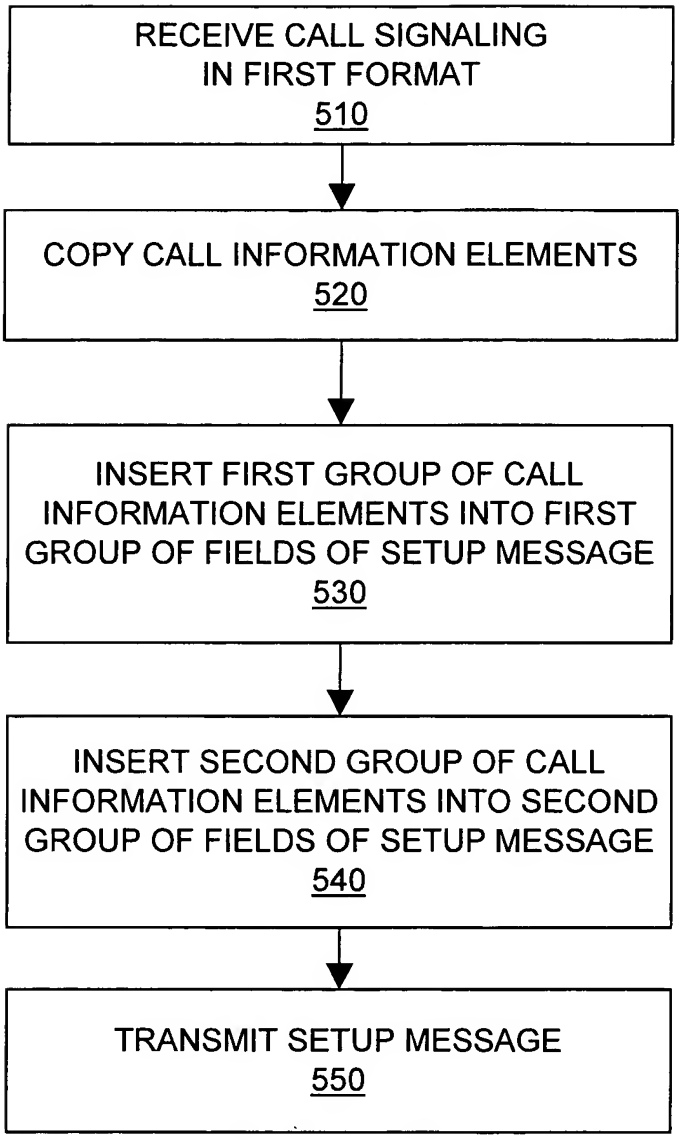
RECEIVE CALL SIGNALING IN FIRST FORMAT
510
COPY CALL INFORMATION ELEMENTS
520
INSERT FIRST GROUP OF CALL INFORMATION ELEMENTS INTO FIRST GROUP OF FIELDS OF SETUP MESSAGE
530
INSERT SECOND GROUP OF CALL INFORMATION ELEMENTS INTO SECOND GROUP OF FIELDS OF SETUP MESSAGE
540
TRANSMIT SETUP MESSAGE
550

FIG. 5

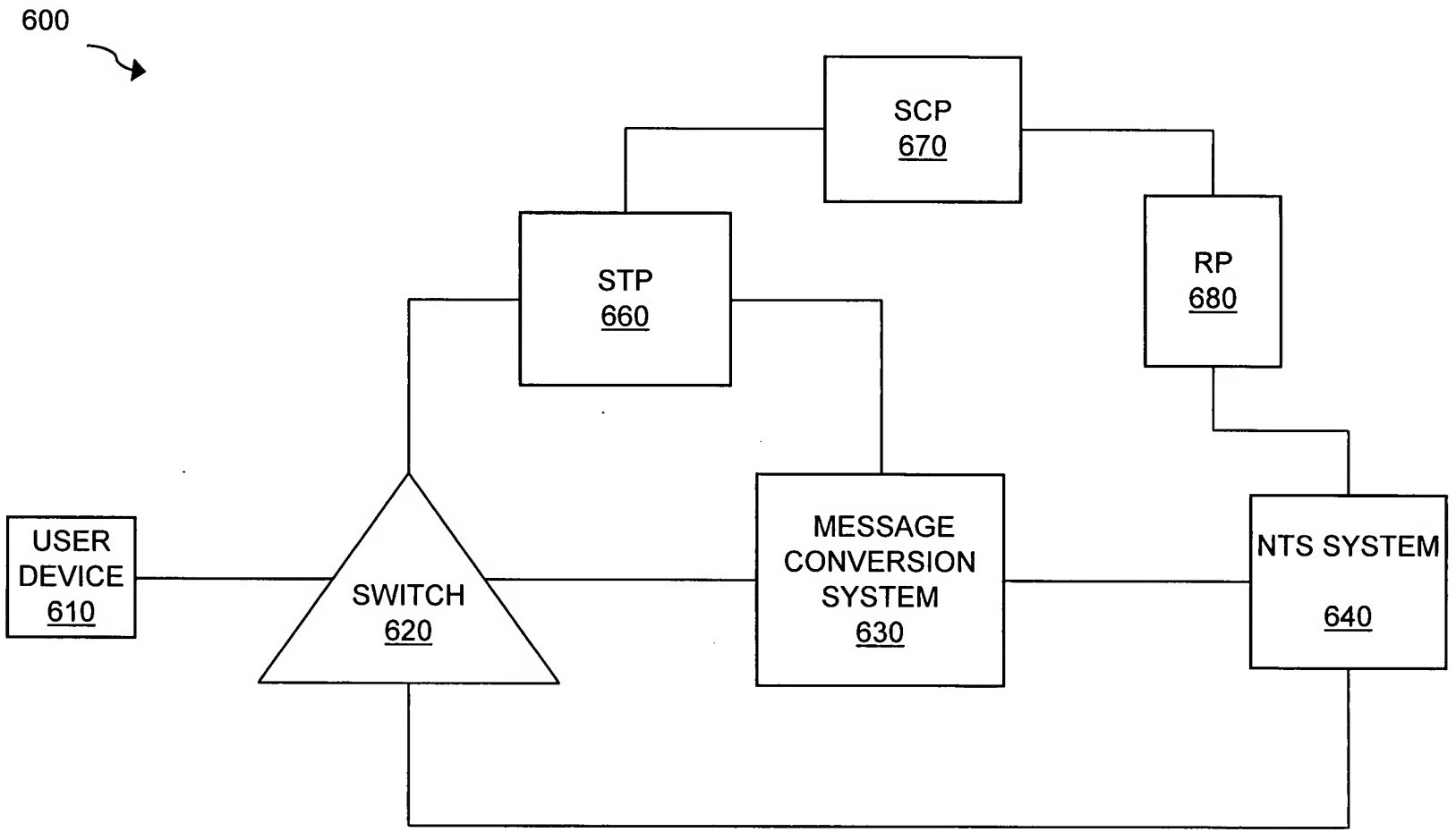
600
SCP
670
STP
660
RP
680
USER
DEVICE
610
SWITCH
620
MESSAGE
CONVERSION
SYSTEM
630
NTS SYSTEM
640

FIG. 6

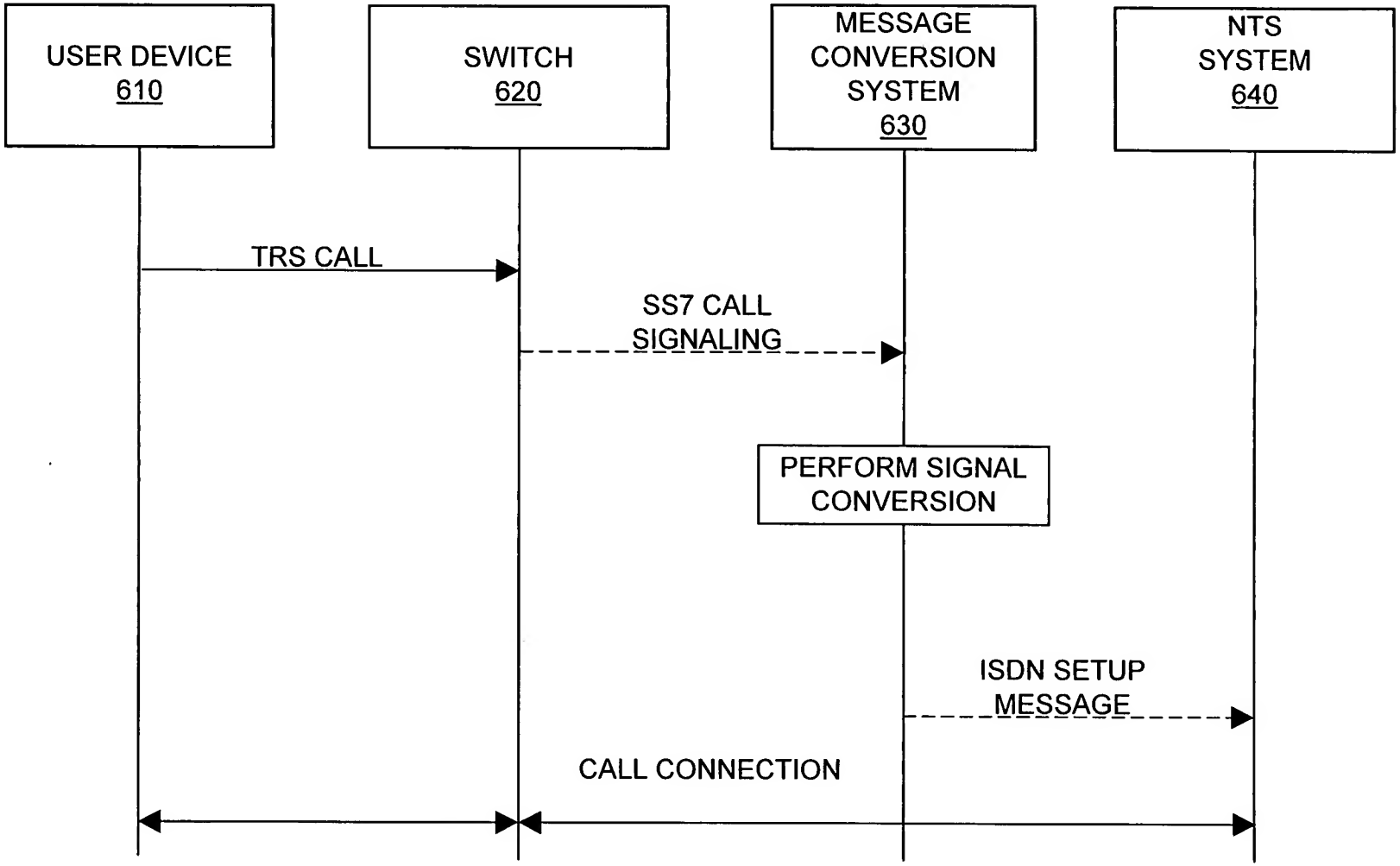
USER DEVICE
610
SWITCH
620
MESSAGE
CONVERSION
SYSTEM
630
NTS
SYSTEM
640
TRS CALL
SS7 CALL
SIGNALING
PERFORM SIGNAL
CONVERSION
ISDN SETUP
MESSAGE
CALL CONNECTION

FIG. 7

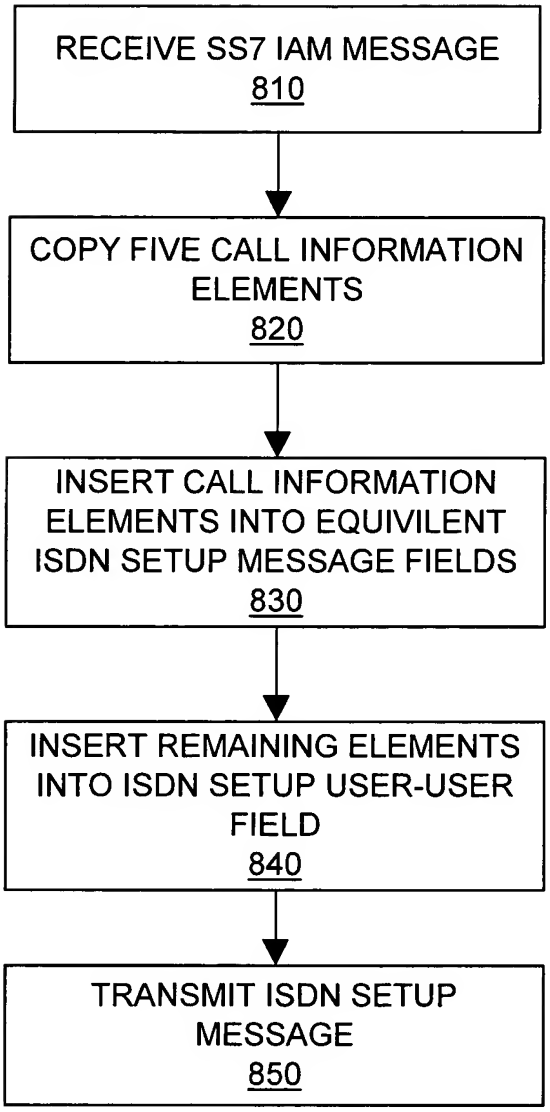
RECEIVE SS7 IAM MESSAGE
810
COPY FIVE CALL INFORMATION ELEMENTS
820
INSERT CALL INFORMATION ELEMENTS INTO EQUIVILENT ISDN SETUP MESSAGE FIELDS
830
INSERT REMAINING ELEMENTS INTO ISDN SETUP USER-USER FIELD
840
TRANSMIT ISDN SETUP MESSAGE
850

FIG. 8

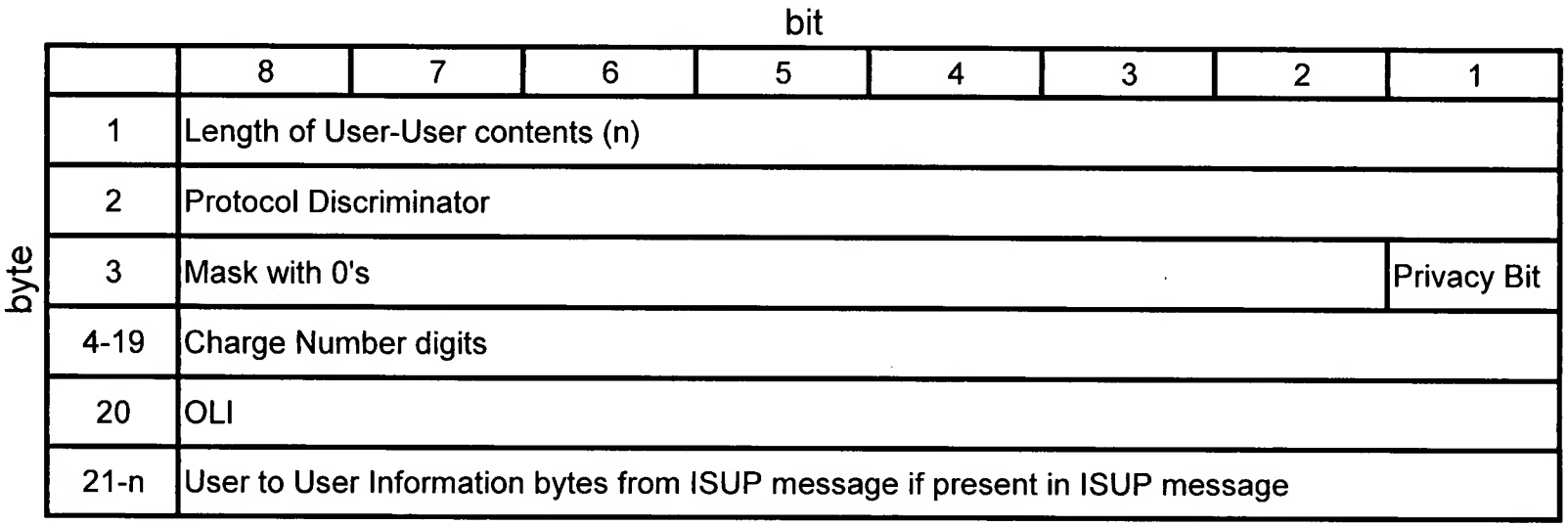
bit
byte
8
7
6
5
4
3
2
1
1
Length of User-User contents (n)
2
Protocol Discriminator
3
Mask with 0's
Privacy Bit
4-19
Charge Number digits
20
OLI
21-n
User to User Information bytes from ISUP message if present in ISUP message

FIG. 9

	8	7	6	5	4	3	2	1
1	Odd/Even	Nature of Address Indicator						
2	Spare	Numbering Plan			Caller ID Presentation 00=allowed, 01=not allowed		spare	
3	Not Used				Calling Number Digit 0			
4	Not Used				Calling Number Digit 1			
5	Not Used				Calling Number Digit 2			
6	Not Used				Calling Number Digit 3			
7	Not Used				Calling Number Digit 4			
8	Not Used				Calling Number Digit 5			
9	Not Used				Calling Number Digit 6			
10	Not Used				Calling Number Digit 7			
11	Not Used				Calling Number Digit 8			
12	Not Used				Calling Number Digit 9			

FIG. 10

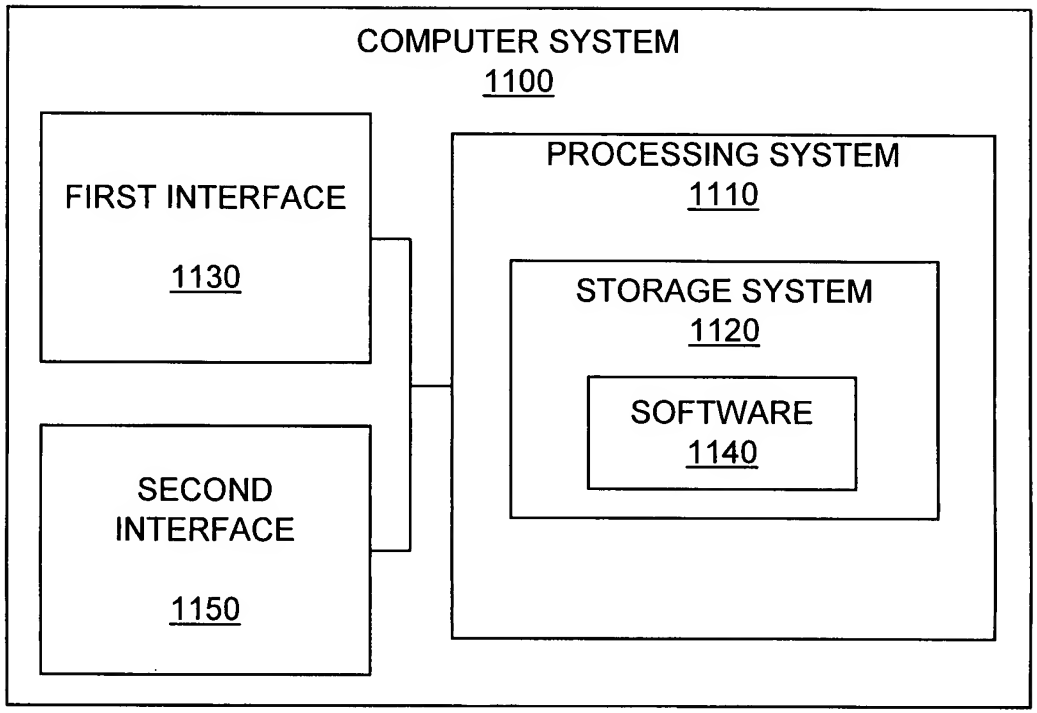
COMPUTER SYSTEM
1100
FIRST INTERFACE
1130
SECOND INTERFACE
1150
PROCESSING SYSTEM
1110
STORAGE SYSTEM
1120
SOFTWARE
1140

FIG. 11